UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/991,794	11/26/2001	Robert Turner	9-15571-1US	5913

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EXAMINER
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ART UNIT	PAPER NUMBER
2155	

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Please find below and/or attached an Office communication concerning this application or proceeding.

	Application No.	Applicant(s)
Office Action Summary	09/991,794	TURNER ET AL.
	Examiner	Art Unit	
	Victor Lesniewski	2155	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) ☒ Responsive to communication(s) filed on <u>26 November 2001</u>.

2a) ☐ This action is **FINAL**.   2b) ☒ This action is non-final.

3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) ☒ Claim(s) <u>1-28</u> is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5) ☐ Claim(s) _____ is/are allowed.

6) ☒ Claim(s) <u>1-28</u> is/are rejected.

7) ☐ Claim(s) _____ is/are objected to.

8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) ☐ The specification is objected to by the Examiner.

10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a) ☐ All   b) ☐ Some *   c) ☐ None of:

      1. ☐ Certified copies of the priority documents have been received.

      2. ☐ Certified copies of the priority documents have been received in Application No. _____.

      3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)

2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____.

4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.

5) ☐ Notice of Informal Patent Application (PTO-152)

6) ☐ Other: _____.

DETAILED ACTION

1.   This application has been examined.

2.   Claims 1-28 are now pending.

Claim Rejections - 35 USC § 102

3.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the

basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless –
>
> (e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

4.   Claims 1-5, 11, 18, 19, and 21 are rejected under 35 U.S.C. 102(e) as being anticipated

by O'Neal et al. (U.S. Patent Number 6,263,064), hereinafter referred to as O'Neal.

5.   O'Neal has disclosed:

- <Claim 1>

   A communications system for use in conjunction with a telephone system connectable to

   a telephone network, the telephone system supporting a plurality of extension telephones

   connected thereto and used by a plurality of users with personal computers connected to a

   computer network, the system comprising: a CTI (computer telephony integration) server

   connected to the computer network, the CTI server executing a server program that

   executes computer instructions for handling calls to at least selected ones of the plurality

   of extension telephones (column 5, line 63 through column 6, line 13); and a client

   program operably installed on the personal computers, each client program comprising

means for configuring the server program to execute the computer instructions for

handling calls an extension telephone of the user (column 6, lines 14-34).

- <Claim 2>

The communications system as claimed in claim 1 further comprising an e-mail and

contact management system connected to the network (column 8, lines 57-64).

- <Claim 3>

The communications system as claimed in claim 2 wherein the client program further

comprises a contact management program (column 7, lines 15-19 and column 8, lines 38-

45).

- <Claim 4>

The communications system as claimed in claim 2 wherein the server program further

comprises a contact management system (column 8, lines 7-17).

- <Claim 5>

The communications system as claimed in claim 1 wherein the means for configuring the

server program comprises a service editor with a graphical user interface (GUI) (column

11, lines 37-50).

- <Claim 11>

The communications system as claimed in claim 1 wherein the server program comprises

service providing application layers (column 17, lines 5-9).

- <Claim 18>

In a communications system including a network; a CTI (computer telephone integration)

server connected to the network; a telephone system connected to the CTI server and to a

telephone network; and a plurality of extension telephones connected to the telephone

system (column 5, line 63 through column 6, line 13), a method for processing calls to

the plurality of extension telephones, the method comprising steps of: receiving the call at

a CTI server, which executes a predetermined service defined by a user of a destination

extension telephone for the call using a client program (column 6, lines 14-34); and

handling the call at the CTI server in accordance with the predetermined service (column

17, lines 5-9).

- <Claim 19>

  A method as claimed in claim 18 wherein the step of handling the call further comprises a

  step of: determining an identity of a calling party associated with the call (column 13,

  lines 8-17).

- <Claim 21>

  A method as claimed in claim 18 wherein the step of handling the call further comprises a

  step of: accepting a voice mail message from the calling party; storing the voice mail

  message as a data file; attaching the data file to an electronic mail message; and sending

  the electronic mail message from the CTI server to a mailbox of the user (column 14,

  lines 18-32).

Since all the limitations of the invention as set forth in claims 1-5, 11, 18, 19, and 21 were

disclosed by O'Neal, claims 1-5, 11, 18, 19, and 21 are rejected.

Claim Rejections - 35 USC § 103

6.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in
> section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are
> such that the subject matter as a whole would have been obvious at the time the invention was made to a person
> having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the
> manner in which the invention was made.

7.   Claims 6-10, 12-17, 20, and 22-28 are rejected under 35 U.S.C. 103(a) as being

unpatentable over O'Neal, as applied above, in view of Marx et al. (U.S. Patent Number

6,173,266), hereinafter referred to as Marx.

8.   O'Neal disclosed a centralized control center for updating communication options

associated with services in a unified messaging system. The communication options include

parameters associated with individual ones of the communication services and routings among

the communication services. In an analogous art, Marx disclosed a method for developing

interactive speech applications. Both O'Neal and Marx deal with options to handle incoming

calls in telecommunications systems.

9.   Concerning claims 15 and 22, O'Neal did not explicitly state the use of a call flow map in

his system. Although O'Neal discloses a GUI for editing communications options, he does not

specifically use a map. However, Marx's system does incorporate graphical representation of

call flow elements in map form using icons in a workspace. Since the inventions encompass the

same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time

of the applicant's invention to modify the system of O'Neal by adding the ability to utilize a call

flow map as provided by Marx. Here, the combination satisfies the need for improved

techniques for allowing a user to review and customize communication options. See O'Neal,

column 4, lines 1-4. This rationale also applies to those dependent claims utilizing the same

combination.

10.   Thereby, the combination of O'Neal and Marx discloses:

*   <Claim 6>

    The communications system as claimed in claim 5 wherein the service editor comprises

    means for creating a call flow map that is used for configuring the server program (Marx,

    column 3, lines 34-39).

*   <Claim 7>

    The communications system as claimed in claim 6 wherein the service editor further

    comprises means for editing the call flow map used to configure the server program

    (Marx, column 17, lines 43-54).

*   <Claim 8>

    The communications system as claimed in claim 5 wherein the service editor further

    comprises means for saving the call flow map on the CTI server (Marx, column 3, lines

    28-39).

*   <Claim 9>

    The communications system as claimed in claim 6 wherein the call flow map comprises

    call control elements representing predetermined call handling behavior performed by the

    CTI server during the handling of calls (Marx, column 16, lines 32-38).

- <Claim 10>

  The communications system as claimed in claim 9 wherein a call flow through the call

  flow map is determined by connections established between call control elements of the

  call flow map (Marx, column 16, lines 38-41).

- <Claim 12>

  The communications system as claimed in claim 11 wherein the service providing

  application layers comprise a service execution engine and state machine for translating a

  call flow map into a sequence of executable program instructions (Marx, column 6, lines

  31-38).

- <Claim 13>

  The communications system as claimed in claim 12 wherein the server program

  comprises call processing support systems for executing the sequence of executable

  program instructions (Marx, column 6, lines 39-52).

- <Claim 14>

  The communications system as claimed in claim 13 wherein the call processing support

  systems comprise call, processing tools and support functions (Marx, column 6, lines 39-

  52).

- <Claim 15>

  A method of permitting an individual user of an extension telephone to configure the

  handling of calls to the extension telephone, the extension telephone being connected to a

  telephone system connected to a telephone network, the method comprising steps of:

  communicatively connecting a client program operated by the individual user to a server

program that executes on a computer telephony integration (CTI) server configured to

receive notice of the calls to the extension telephone and to control handling of the calls

(O'Neal, column 5, line 63 through column 6, line 13 and column 6, lines 50-65);

creating a call flow map that defines how the calls are to be handled using the client

program operated by the individual user (Marx, column 3, lines 34-39); and operating the

client program to store the call flow map on the CTI server (Marx, column 3, lines 28-

39).

- <Claim 16>

The method as claimed in claim 15 further comprising a step of communicatively

disconnecting the client program from the server program (O'Neal, column 7, lines 20-

30).

- <Claim 17>

The method as claimed in claim 15 further comprising a step of executing the server

program to activate a service defined by the call flow map to handle an call to the

extension telephone (Marx, column 16, lines 18-25).

- <Claim 20>

A method as claimed in claim 19 wherein the step of handling the call further comprises a

step of: delivering a unique message to the calling party based on the calling party's

identity (O'Neal, column 13, lines 8-17 and Marx, column 3, lines 57-65 and column 4,

lines 40-43).

- <Claim 22>

  A computer readable medium storing program instructions executable by a client computer in a server/client computing model, comprising: program instructions for communicatively connecting the client computer to a server program executing on a computer telephony integration (CTI) server (O'Neal, column 5, line 63 through column 6, line 13); program instructions permitting a user of an extension telephone served by a telephone system to which the CTI server is connected to create at least one call flow map for controlling calls to the extension telephone (Marx, column 3, lines 34-39); and program instructions for saving call flow maps created by the user on the CTI server (Marx, column 3, lines 28-39).

- <Claim 23>

  A computer readable medium as claimed in claim 22 wherein the program instructions for permitting the user to create at least one call flow map further comprises: program instructions for permitting the user to create the call flow map using predefined call control elements that are dragged and dropped onto a call flow map creation window (Marx, column 16, lines 32-38).

- <Claim 24>

  A computer readable medium as claimed in claim 23 wherein the program instructions further comprise: program instructions for defining at least one connector pin associated with each call control element, and for displaying the at least one connector pin when the call control is dragged and dropped onto the call flow map creation window (Marx, column 16, lines 38-41).

- \<Claim 25\>

  A computer readable medium as claimed in claim 24 wherein the program instructions further comprise: program instructions for automatically creating a connector between first and second call control elements when the second call control element is dragged and dropped on connector pin of the first call control element (Marx, column 16, lines 41-53).

  Concerning claims 25-27, although Marx is not detailed in features of the flow control map that happen automatically, he does set forth all the details relating to the control elements and the way the interface can be used. Other drag and drop user interfaces with user-friendly, automatic features are additionally well known in the art.

- \<Claim 26\>

  A computer readable medium as claimed in claim 25 wherein the program instructions further include: program instructions for automatically creating a connection between connector pin and a call control element when the connector pin is dragged and dropped on the call control element (Marx, column 16, lines 54-57).

- \<Claim 27\>

  A computer readable medium as claimed in claim 26 wherein the program instructions further comprise: program instructions for routing the automatically created connection around call control elements in the call flow map (Marx, column 16, lines 57-64).

- \<Claim 28\>

  A computer readable medium as claimed in claim 25 wherein the program instructions further comprise: program instructions for presenting in a single display all of the data

required to configure each call control element (Marx, column 17, line 55 through

column 18, line 3).

Since the combination of O'Neal and Marx discloses all of the above limitations, claims 6-10,

12-17, 20, and 22-28 are rejected.

Conclusion

11.   The prior art made of record and not relied upon is considered pertinent to the applicant's

disclosure.

- Polcyn et al. (U.S. Patent Number 5,878,418) disclosed a method for generating data sets

  of application data elements for developing voice interactive applications.

- Weeren et al. (U.S. Patent Number 5,913,195) disclosed a method for developing a voice

  response unit program.

- Capriotti et al. (U.S. Patent Number 5,974,118) disclosed a telephony application capable

  of being updated while online.

- Rigaldies et al. (U.S. Patent Number 6,792,085) disclosed a unified messaging system

  including a workstation, a voicemail server, and an email server that maintains two-way

  synchronization and replication of messages.

- Gress et al. (U.S. Patent Number 6,813,507) disclosed a unified communications system

  that includes a short message service command processor configured to execute

  prescribed messaging operations.

12.   Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Victor Lesniewski whose telephone number is 571-272-3987.

The examiner can normally be reached on Monday through Thursday.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, Hosain Alam can be reached on 571-272-3978. The fax phone number for the

organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent

Application Information Retrieval (PAIR) system. Status information for published applications

may be obtained from either Private PAIR or Public PAIR. Status information for unpublished

applications is available through Private PAIR only. For more information about the PAIR

system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR

system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

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